

HOW TO ACCESS THE AFPC/DPC USING THE AT&T TOLL-FREE NUMBER

This is to provide you with important information regarding how you will contact the AFPC/DPC toll-free numbers while you are located in an overseas location. Employees will need to use AT&T to access AFPC/DPC toll-free numbers and stop using MCI. Under the AT&T contract, employees calling from any country where AT&T offers servicing will be able to access the AFPC/DPC numbers. Using AT&T, here is how to call a toll-free number from outside the U.S.:

- (1) Access the following web site to select the AT&T Direct Access Number for the country you are calling from:

http: www.att.com/international_business/dialing_guide/country-diallist.cgi

- (2) Select the country from which dialing and note the corresponding AT&T Direct Access Number.

(3) Dial the AT&T Direct Access Number on your telephone. If on base, dial 99 to get an off-base line and then dial the AT&T Direct Access Number. For example, in Germany, it is 0-800-2255-288. Below is some of the AT&T Direct Access Numbers. Always verify the access number at the website listed above.

Belgium	0-800-100-10
Egypt Cairo)	510-0200
Egypt (Outside Cairo)	02-510-0200
France	0800-99-00-11
Germany	0-800-2255-288
Netherlands	0800-022-9111
Israel	1-800-94-94-949
Jordan	18-800-000
Kuwait	Temporarily Suspended -Check website above
Kenya	" " " " "
Pakistan	00-800-01001
Saudi Arabia	1-800-10
Spain	900-99-00-11
Turkey	00-800-12277
United Arab Emirates(Mil)	800-151
United Arab Emirates	800-121

- (4) Once you enter the AT&T Direct Access Number, an English-language voice prompt or an AT&T Operator will ask you to enter the 800, 866, 877, or 888 number you are calling.

(5) Dial the AFPC/DPC toll-free number you wish to reach, for example: 800-997-2378 for BEST/STAIRS Internal Employee line. There is no need to dial "1" before the toll-free number.

The AFPC/DPC toll-free numbers affected are:

- a. **BEST/Internal Air Force Job Line (800-997-2378).** Employees access the telephone automated system to receive general benefits information, personal benefit information, conduct benefits transactions (elections), self-nominate, obtain a job announcement, and to talk with a BEST Counselor/Recruitment Service Representative. The telephone automated system is available to employees 24 hours a day, 7 days a week. BEST counselors are available Monday-Friday, 7:00 am – 6:00 pm Central Standard Time (CST). Recruitment Service Center Representatives are available Monday – Friday, 7:30 am – 4:30 pm CST.
- b. **External Employment Job Line (800-699-4473).** External applicants access the telephone automated system to self-nominate, obtain a job announcement, and to talk with a representative. Customer Service Representatives in the Recruitment Service Center are available Monday – Friday, 7:30 am – 4:30 pm CST.
- c. **BEST/Internal AF Jobs TDD Line (800-382-0893).** At this time, employees located in foreign areas will not be able to call the TDD Line. For BEST-related inquiries, E-mails can be sent to BEST@randolph.af.mil and for the Recruitment Service Center, Recruitment.Center@randolph.af.mil